



COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

Policy No.	1119	Date Issued:	October 27, 2022
Section:	1000 – Personnel Policies	Date Revised:	
SUBJECT: WORKPLACE VIOLENCE			
APPROVED:	<u><signed copy on file></u> Board Chairperson		

- 1.0 Santa Cruz Regional 9-1-1 (SCR9-1-1) provides a safe workplace for all employees. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this workplace violence policy.
- 2.0 SCR9-1-1 does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. This list of behaviors provides examples of conduct that is prohibited:
 - 2.1 Causing physical injury to another person.
 - 2.2 Making threatening remarks.
 - 2.3 Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
 - 2.4 Intentionally damaging employer property or property of another employee.
 - 2.5 Possessing a weapon while on Authority property or while on Authority business.
 - 2.6 Committing acts motivated by, or related to, sexual harassment or domestic violence.
- 3.0 Any potentially dangerous situation must be immediately reported to a supervisor, manager or the General Manager. Reports can be made anonymously, and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately, and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled, and the results of investigations will be discussed with them. SCR9-1-1 will actively intervene at any indication of a possibly hostile or violent situation.

- 4.0 The following Risk Reduction Measures will be taken:
 - 4.1 Background Investigations will be conducted on all new hires to reduce the risk of hiring individuals with a history of violent behavior.
 - 4.2 SCR9-1-1 conducts annual inspections of the premises to evaluate and determine any vulnerabilities to workplace violence or hazards. Any necessary corrective action will be taken to reduce all risks.
 - 4.3 Although SCR9-1-1 does not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform their supervisor, manager or the General Manager if any employee exhibits behavior that could be a sign of a potentially dangerous situation. Such behavior includes:
 - 4.3.1 Discussing weapons or bringing them to the workplace.
 - 4.3.2 Displaying overt signs of extreme stress, resentment, hostility or anger.
 - 4.3.3 Making threatening remarks.
 - 4.3.4 Showing sudden or significant deterioration of performance.
 - 4.3.5 Displaying irrational or inappropriate behavior.
- 5.0 SCR9-1-1 will design a plan with at-risk employees to prepare for any possible emergency situations related to harassment, violence or threats.
- 6.0 Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact and talk to the individual. If a supervisor, manager or General Manager can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice should be given. Otherwise, employees should cooperate and follow the instructions given.
- 7.0 Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination. Nonemployees engaged in violent acts on the employer's premises will be reported to the proper authorities and fully prosecuted.